

## Automated Seeker Notification Toolbox 2.0 Desk Aid

The automatic notification system in Toolbox 2.0 differs in several respects from that of the current system.

***Only DWD managed orders will be used to generate staff initiated notifications.***

Email will be used as the primary notification method, with telephone (PNS) used only for those seekers without an email address on their records.


The “Autocoder” system will continue to be used, generating matches and notifications for new UI claimants.

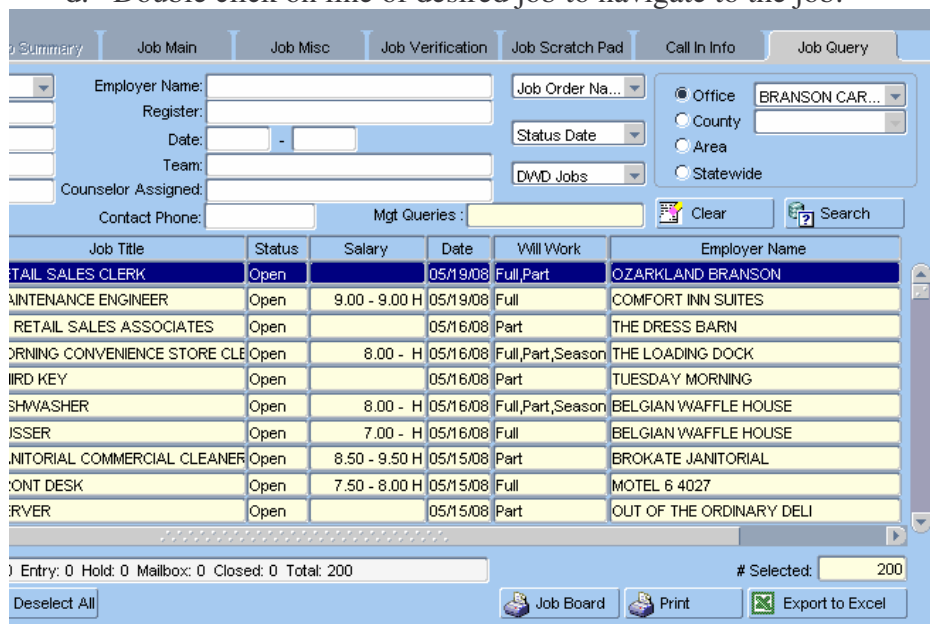
The automated email notification system, which notifies seekers of new orders matching their desired positions will ***not*** be available at rollout.

### Generating a Seeker Notification

#### Step-by-Step:

##### 1. Locate Job Order

- Click on Job Order Icon 
- Click on the “Job Query” tab.
- Set Search Parameters, remembering that only DWD Jobs may be used for an automated callin.
- Double click on line of desired job to navigate to the job.



The screenshot displays the 'Job Verification' tab within the 'Job Order Module'. The interface includes a top navigation bar with tabs: Summary, Job Main, Job Misc, Job Verification (selected), Job Scratch Pad, Call In Info, and Job Query. Below the navigation bar, there are several input fields for search parameters: Employer Name, Register, Date, Team, Counselor Assigned, Contact Phone, Job Order Number, Status Date, DWD Jobs, Office (BRANSON CAR...), County, Area, and Statewide. A 'Search' button is located to the right of these fields. Below the search fields is a table with columns: Job Title, Status, Salary, Date, Will Work, and Employer Name. The table contains 10 rows of job listings. At the bottom of the screen, there is a status bar showing 'Entry: 0 Hold: 0 Mailbox: 0 Closed: 0 Total: 200' and a '# Selected: 200' indicator. There are also buttons for 'Deselect All', 'Job Board', 'Print', and 'Export to Excel'.

Job Title	Status	Salary	Date	Will Work	Employer Name
TAIL SALES CLERK	Open		05/19/08	Full,Part	OZARKLAND BRANSON
MAINTENANCE ENGINEER	Open	9.00 - 9.00 H	05/19/08	Full	COMFORT INN SUITES
RETAIL SALES ASSOCIATES	Open		05/16/08	Part	THE DRESS BARN
MORNING CONVENIENCE STORE CLE	Open	8.00 - H	05/16/08	Full,Part,Season	THE LOADING DOCK
WIRE KEY	Open		05/16/08	Part	TUESDAY MORNING
SHWASHER	Open	8.00 - H	05/16/08	Full,Part,Season	BELGIAN WAFFLE HOUSE
JSSER	Open	7.00 - H	05/16/08	Full	BELGIAN WAFFLE HOUSE
JANITORIAL COMMERCIAL CLEANER	Open	8.50 - 9.50 H	05/15/08	Part	BROKATE JANITORIAL
CONCOURSE DESK	Open	7.50 - 8.00 H	05/15/08	Full	MOTEL 6 4027
SERVER	Open		05/15/08	Part	OUT OF THE ORDINARY DELI

**Figure # 1: Job Order Module  
Job Verification Tab**

- Click “Job Verification” to see previous referrals.

SSN	Seeker Name	Referred By	Date	Src	CM	Vet	UI	ResDate	Result
	WISNIEWSKI, KATE	Counselor Web	04/20/08	S	I	N			PEND
	SAULS, LISA	DYLAN MINOR	04/28/08	M	A	N			PEND
	JAMES, ROBIN	Counselor Web	05/01/08	S	I	N			PEND
	RHODES, THERESA	SAM PATTERSON	04/09/08	M	A	N			PEND
	MCCARTHAN, DAMIEN	MELISSA LUCAS	04/25/08	M	A	N			PEND
	HURT, ANGEL	Counselor Web	05/01/08	S	I	N			PEND
	MINTON, CARROLL	Counselor Web	05/15/08	S	I	N			PEND
	JOHNS, ROSANNA	Counselor Web	04/21/08	S	I	N			PEND

*Figure #2: Job Order Module  
Job Verification Tab*


## Step-by-Step:

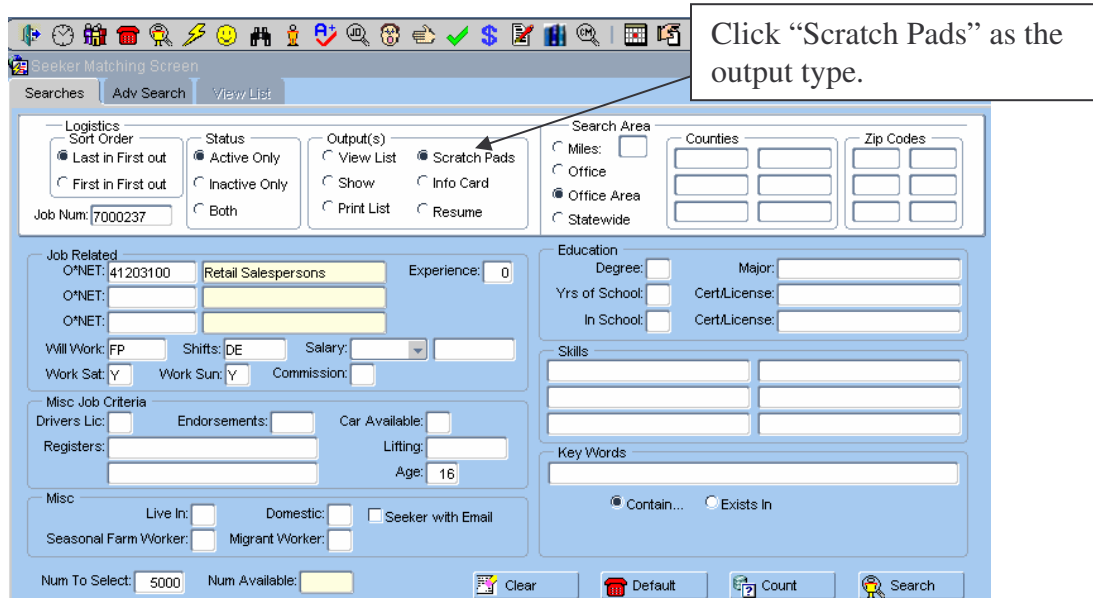
- Click “Job Scratch Pad” to view previous call-ins. (In this case none are pending or completed.)

SSN	Seeker Name	Created By	Date	M	S	CIC Date	CM	Vet	UI	Ref	Comments

*Figure #4: Job Order Module  
Job Scratch Pad*

## Step-by-Step:

4. Click “Seeker Matching” icon to perform match. 
5. Set desired search area.
6. **Optional** – click “Count” button to determine number of matches.
7. Adjust search parameters if desired to result in appropriate number of matches.
8. Change “Output” to “Scratch Pads.”
9. Click “Search.”

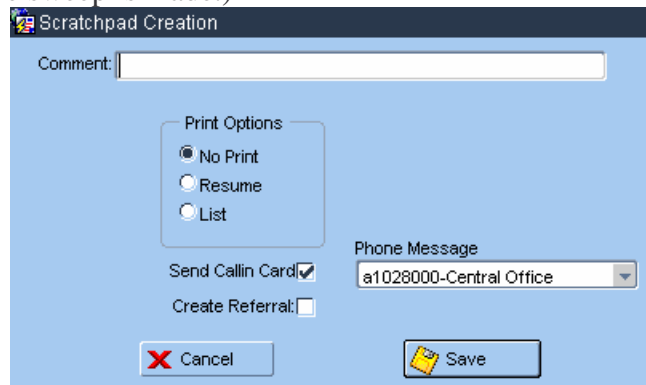


The screenshot shows the "Seeker Matching Screen" with a toolbar at the top containing various icons. A callout box with the text "Click 'Scratch Pads' as the output type." points to the "Scratch Pads" radio button in the "Output(s)" section. The form includes several sections for search criteria:


- Searches:** Tabs for "Searches", "Adv Search", and "View List".
- Logistics:** "Sort Order" with "Last in First out" selected.
- Status:** "Active Only" selected.
- Output(s):** "Scratch Pads" selected.
- Search Area:** "Office Area" selected.
- Job Related:** "O\*NET: 41203100 Retail Salespersons" and "Experience: 0".
- Education:** Fields for Degree, Major, Yrs of School, Cert/License, and In School.
- Skills:** Two empty text input fields.
- Key Words:** One empty text input field.
- Misc Job Criteria:** Fields for Drivers Lic, Endorsements, Car Available, Registers, Lifting, and Age (set to 16).
- Misc:** Fields for Live In, Domestic, Seasonal Farm Worker, Migrant Worker, and a checkbox for "Seeker with Email".
- Bottom:** "Num To Select: 5000", "Num Available:", and buttons for "Clear", "Default", "Count", and "Search".

## Step-by-Step:

10. Name the search if desired by entering a title in the “Comment” line.
11. Uncheck / Check “Send Call-in Card.”
  - a. *If left checked, it will automatically set the system to call/email all matches. The system automatically sweeps for scratch pads every thirty minutes, so there may be little or no time to decide which seekers to notify.*
  - b. If unchecked, it will allow the user to select those jobseekers to notify.
12. “No Print” : Selecting this will provide no listing.
13. “Resume” : This will provide a document with all of the seeker resumes. The document will display in a PDF file; it will not go directly to your printer, so it isn’t necessary to print it. This could be useful to scroll through them when qualifying seekers to notify. Note that if your matching list is large, this document may take some time to load, but this document could be displayed alongside the “Scratchpad” listing, allowing qualification and selection of seekers.
14. “List” : This selection provides a listing of the seekers in the match. (This also displays in a PDF and does not go directly to the printer.)
15. “Create Referral” : Checking this box will cause a referral to be posted for each seeker on the list. This will seldom be utilized.
16. If the office has more than one message attached to it, select the desired message from the “Phone Message” drop down. The basic, default, message is the one ending in zero. New messages can be added or old ones modified by contacting Central Office Staff through the dwdsupport email.
17. Click “Save.”
18. If you are sure that you wish to send notifications to all matches, and you have clicked, “Send Call-in Card,” the process is finished for this job order. The number to be sent minus any already notified will be the number appearing in the “Num Available” box.
19. If you “Unchecked” the “Send Call-in Card” box, it will be necessary to identify and indicate those you wish to notify. (Or if you wish to check the notification. You can change any of the seekers status from “P” pending to “N” do not send until the sweep is made.)



**Figure #5: Seeker Matching Screen  
Scratchpad Creation Pop-up Screen**

20. Navigate to the job order, by clicking the “Job Order” icon. 
21. Click on the “Job Scratch Pad” tab.
22. Note that the “S” column is white and updateable.
23. Update all those that you wish to notify by placing a “P” in the S column.
24. That finishes the process. The calls will be picked up automatically in the next sweep.

Change N to P to initiate a notification for this job seeker.

Employer: OZARKLAND BRANSON Title: RETAIL SALES CLERK  
 GRAVES Phone: (417)334-3999 Fax: Email:

Seeker Name	Created By	Date	M	S	CIC Date	CM	Vet	UI	Ref	
RGARET	PHILLIP YOUNG	05/20/08		N	05/20/08	I	N		N	Test
N, DENIECE	PHILLIP YOUNG	05/20/08		N	05/20/08	I	N		N	Test
EVIN	PHILLIP YOUNG	05/20/08		N	05/20/08	I	N		N	Test
MARC	PHILLIP YOUNG	05/20/08		N	05/20/08	I	N		N	Test
TINA	PHILLIP YOUNG	05/20/08		N	05/20/08	I	N		N	Test
BOBERT	PHILLIP YOUNG	05/20/08		N	05/20/08	I	N		N	Test
ONNA	PHILLIP YOUNG	05/20/08		N	05/20/08	I	N		N	Test
TONJA	PHILLIP YOUNG	05/20/08		N	05/20/08	A	N		N	Test
ANDREW	PHILLIP YOUNG	05/20/08		N	05/20/08	I	N		N	Test
WILLIS	PHILLIP YOUNG	05/20/08		N	05/20/08	I				
TTY	PHILLIP YOUNG	05/20/08		N	05/20/08	I				
JEFFREY	PHILLIP YOUNG	05/20/08		N	05/20/08	I				
ANDRA	PHILLIP YOUNG	05/20/08		N	05/20/08	I				
DAVID	PHILLIP YOUNG	05/20/08		N	05/20/08	I				

Delete button can be used to delete one or the entire list if a mistake was made, but once the “P” turns to “Y,” the notification has been sent.

Mass Chg Total Records: 17 Delete

**Figure # 6: Job Order Screen  
Job Scratch Pad Tab**

## Creating a Notification for an Individual Seeker

### Step-by-Step:

1. Access either a seeker record or a job order.
2. Click on “Options.”
3. Click on “Create Scratch Pad.”
4. Either the job order number or SSN will be populated, depending upon the module you have active.
5. Continue as above and save.

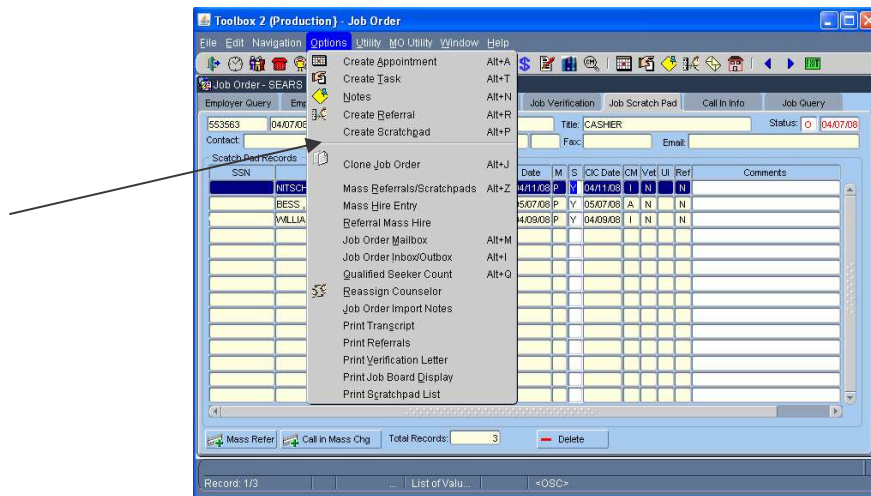


Figure # 7: Job Order Screen

The screenshot shows the 'Create Scratch Pad' dialog box. It contains fields for Job Order Information (Job Order #, Job Title, Employer Name, Job Order Status, JO Counselor, Phone), Seeker Information (SSN, Name), and General Information (Counselor, Comments, Phone Message). The 'Send Call-in Card' checkbox is checked. The 'Phone Message' dropdown is set to 'a1028000-Central Office'. The 'Save' and 'Close' buttons are at the bottom right.

Figure #8: Job Order Screen  
Create Scratch Pad



## Assisting the Seeker

1. Ask for the seeker's identity and locate and positively identify his/her account.

**Toolbox 2 (Production) - Seeker**

File Edit Navigation Options Utility MO Utility Window Help

Seeker Screen - KIMBERLY L NICHOLS | No Primary Counselor Assigned

Find Seeker | Seeker Info | Des Job Title | Edu/Cert | Work History | Referrals | Other | Scratch Pad | Svc Referral | Adv. Query

Name and Address Information: KIMBERLY L NICHOLS, 314 E. MEXICO MC 65265

Personal Information: Date of Birth: 12/28/1972, Age: 35, Gender: F, Citizen: Y

Seeker Status: Emp Exchange: Active, Case Management: Inactive, UI Ben Year End Dt: Inactive

Services Provided:

Date	Type of Service	Employment Counselor
02/20/08	Job Referral	Counselor Web
02/20/08	Job Referral	Counselor Web
02/20/08	Job Referral	Counselor Web
06/05/07	Job Search Activity	KIM NICHOLS

2. Click on the "Scratch Pad" tab.
3. Double click on the job order (or one of them, if more than one are listed).
4. Give the seeker the job order information.

**Toolbox 2 (Production) - Job Order**

File Edit Navigation Options Utility MO Utility Window Help

Seeker Screen - KIMBERLY L NICHOLS | No Primary Counselor Assigned

Find Seeker | Seeker Info | Des Job Title | Edu/Cert | Work History | Referrals | Other | Scratch Pad | Svc Referral | Adv. Query

Job Order	Employer Name	Created By	Method	Date	Stat	Comments
553563	SEARS ROEBUCK COMPANY	KIM NICHOLS	E	05/19/08	P	

Total Scratch Pad Records: 1

5. Click on the "Create Referral" icon.



6. Uncheck the “Print Referral Letter” box.
7. Click “Save.”

The screenshot shows the 'Toolbox 2 (Production) - Job Order' application. The 'Create Referral' dialog box is open, displaying the following information:

- Job Order Information:**
  - Job Order #: 553563
  - Job Title: CASHIER
  - Employer Name: SEARS ROEBUCK COMPANY
  - Job Order Status: Open
  - # to Refer: 100
  - # Referred: 98
  - JO Counselor: MELVIN SMITH
  - Phone: (573)526-8115
- Seeker Information:**
  - SSN: [Redacted]
  - Name: NICHOLS, KIMBERLY L
- General Information:**
  - Counselor: [Redacted]
  - Result: [Redacted]
  - ☐ Print Referral Letter

The 'Save' button is highlighted with a yellow icon, and the 'Close' button is also visible. The background application window shows the 'Job Order' details for 'SEARS ROEBUCK COMPANY'.